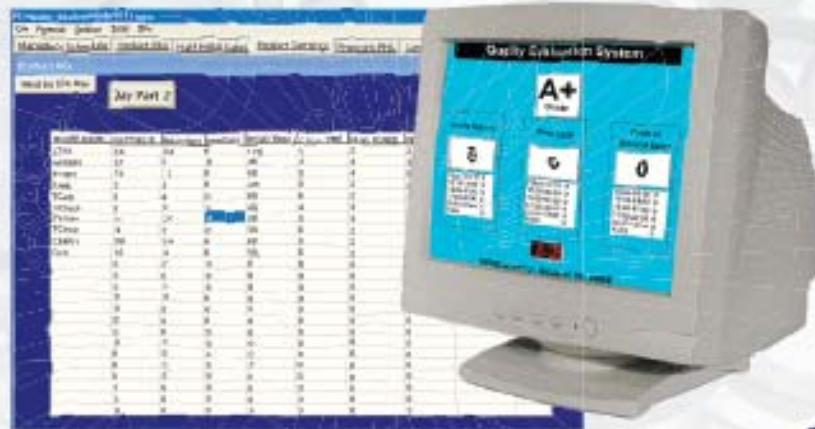


# KITCHEN MINDER™

## Training Workbook



## Intermediate Level -

*for Senior Assistant and General Managers*



Name: \_\_\_\_\_

Restaurant: \_\_\_\_\_



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## ***Introduction***

Welcome to your **Intermediate Level KITCHEN MINDER™** Training.

KITCHEN MINDER™ is an easy-to-use batch cooking tool that monitors and guides your product usage to optimally meet projected sales needs.

The KITCHEN MINDER™ System makes it possible for your Team to consistently provide hot quality food and a memorable dining experience to your Guests. Used correctly, it can minimize waste, optimize efficiency and product yields, and help you to better manage your overall restaurant profitability.

This program outlines your accountability as a Senior Assistant or Restaurant Manager, and explains the software included with the KITCHEN MINDER™ SYSTEM -

- 1) PC MINDER™
- 2) QUALITY EVALUATION SYSTEM™ (QES™)

**By the end of this program, you should be able to:**

1. Monitor and adjust the KITCHEN MINDER™ System settings to maximize accuracy and effectiveness.
2. Use QES™ Data to improve food quality.
3. Conduct advanced troubleshooting.

To successfully complete this course, in addition to this self-guided workbook you will also need the following:

- **KITCHEN MINDER™ Equipment Emphasis Guide (EEG)**
- A fully functional KITCHEN MINDER™ System

Throughout the program, you should complete the section exercises and hands-on activities to check your understanding and skill application. Verify the accuracy of your responses using the answer key on page 32. For best results, practice the step by step instructions provided using your KITCHEN MINDER™ System.

Your Supervisor or Restaurant Trainer is also available in case you need additional assistance.

## ***Batch Cooking***

### **What is batch cooking?**

This is the process of cooking product in groups or batches to maximize cooking efficiencies, reduce waste, and enhance product quality and speed of service. Batch cooking ensures food is ready when the Guests arrive because it allows you to cook the amount needed *before* they arrive.

### **How does batch cooking relate to the KITCHEN MINDER™?**

The KITCHEN MINDER™ calculates the cooking needs, based upon a chosen sales and product mix forecast, the amount of product already in the PHU, and then displays the “batches” of each product needed to be cooked at that time. This is why Team Members need to be trained on properly using the PHU timer bars and following the KITCHEN MINDER™ instructions.

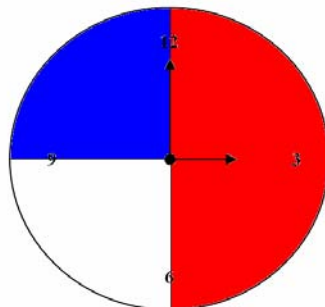
Product Status: COOK >01:25 PM	
✓	08 Whop
> Cook	03 Fish
Cook	12 Burger
✓ L 3 1/2 hr\$ 143 +000 DP2 Bud Off	



With the KITCHEN MINDER™ System, the **product needed for any half hour period is always called for 15 minutes before the half hour period actually begins**. The display always changes on the 15 and 45 for the coming actual half hour.

### **Example:**

At 2:45 PM, KITCHEN MINDER™ calculates the product that will be needed from 3:00 to 3:30 PM.



## What's my role?

Your responsibility is to be aware of current sales and know how the restaurant is trending for the day (at, above, or below projections) so you can be proactive.

Personal involvement and follow-up are critical 15 minutes prior to the top and bottom of each hour, as the hourly projected sales pace will change.

- Ensure Team Members are cooking the proper amount of food as instructed by the PHU timer bar lights and KITCHEN MINDER™.
- Trust the system; it is working in advance of your projections.

Review your half hourly sales forecast, and be prepared to coach your Team accordingly when significant increases or decreases are forecasted to occur during the day.

PC Minder KitchenMinder090101Thu

File Forecast Settings Tools Help

Manager's Schedule Product Mix Half Hour Sales Product Settings Program PHU Send To Kitchen Minder

Half Hour Sales

What Do I Do Now

Day Part 1 Sales Day Part 2/3 Sales Total Day Part Sales

\$483.00 \$2980.00 \$3463.00

DP	HALF HOUR TIME INTERVALS	SALES	DP	HALF HOUR TIME INTERVALS	SALES
	05:00 AM to 05:30 AM	0		05:00 PM to 05:30 PM	100
	05:30 AM to 06:00 AM	0		05:30 PM to 06:00 PM	112
	06:00 AM to 06:30 AM	19		06:00 PM to 06:30 PM	137
	06:30 AM to 07:00 AM	24		06:30 PM to 07:00 PM	125
	07:00 AM to 07:30 AM	45		07:00 PM to 07:30 PM	118
	07:30 AM to 08:00 AM	70		07:30 PM to 08:00 PM	101
	08:00 AM to 08:30 AM	63		08:00 PM to 08:30 PM	100
	08:30 AM to 09:00 AM	74		08:30 PM to 09:00 PM	80
	09:00 AM to 09:30 AM	75		09:00 PM to 09:30 PM	78
	09:30 AM to 10:00 AM	62		09:30 PM to 10:00 PM	66
	10:00 AM to 10:30 AM	51		10:00 PM to 10:30 PM	50
DP	10:30 AM to 11:00 AM	70		10:30 PM to 11:00 PM	42
	11:00 AM to 11:30 AM	111		11:00 PM to 11:30 PM	37
	11:30 AM to 12:00 PM	177		11:30 PM to 12:00 AM	25
	12:00 PM to 12:30 PM	233		12:00 AM to 12:30 AM	19
	12:30 PM to 01:00 PM	228		12:30 AM to 01:00 AM	14
	01:00 PM to 01:30 PM	234		01:00 AM to 01:30 AM	0
	01:30 PM to 02:00 PM	201		01:30 AM to 02:00 AM	0
	02:00 PM to 02:30 PM	82		02:00 AM to 02:30 AM	0
	02:30 PM to 03:00 PM	75		02:30 AM to 03:00 AM	0
	03:00 PM to 03:30 PM	89		03:00 AM to 03:30 AM	0
	03:30 PM to 04:00 PM	97		03:30 AM to 04:00 AM	0
	04:00 PM to 04:30 PM	93		04:00 AM to 04:30 AM	0
	04:30 PM to 05:00 PM	96		04:30 AM to 05:00 AM	0

Print

Notice the significant decrease in sales at 2 PM. The KITCHEN MINDER™ will begin calling for less product at 1:45 PM.

If more than one pan of any product is in the PHU and the KITCHEN MINDER™ is displaying more products to be prepared *just before* 1:45 PM, coach the Team to wait until 1:45 PM before responding. The product may be automatically cleared from the KITCHEN MINDER™ display when it begins to look ahead to the slower half-hour period.



### IT'S YOUR TURN 1 - 3!

**Respond below each question then check your answers using the Answer Key.**

1. It is 2:20 P.M. For what time period is the KITCHEN MINDER™ now calculating the amount of product needed?

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2. It is 10 AM. Along with the KITCHEN MINDER™ cooking information, what other factors should you consider?

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3. It is 5:15 P.M. KITCHEN MINDER™ is directing your Team to cook more products. There are no Guests in the restaurant and your Team is reluctant to follow the System. What should you do?

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## ***Daily Forecast Verification***

### **Why do I need to check the daily forecast?**

While it is important to have enough food on hand for your Guests, it is just as critical to have the right TYPE of food readily available – in other words, the right PRODUCT MIX.

Your Opening Manager should typically select the sales forecast for the same day last week; however, there may be times when the same day last week will not work (school holidays, new product introductions, coupon drops, or limited time promotional events). In such cases, product mix adjustments might be needed.

### **What's my role?**

You are responsible for ensuring the KITCHEN MINDER™ is using the most accurate product mix information available.

- Decide if it is appropriate to use a day other than the same day from the previous week.
- Before making this decision, follow-up on the Opening Manager accountabilities when you arrive at the restaurant :
  - Verify the Opening Manager selected the same day last week
  - Confirm the Opening Manager has posted the sales at the Command Station and is aware of the next ½ hour sales.
  - Check the actual sales each half hour and record this information next to projected sales at the Command Station.

### **How do I view the selected forecast?**

To view the forecast in use in the KITCHEN MINDER™

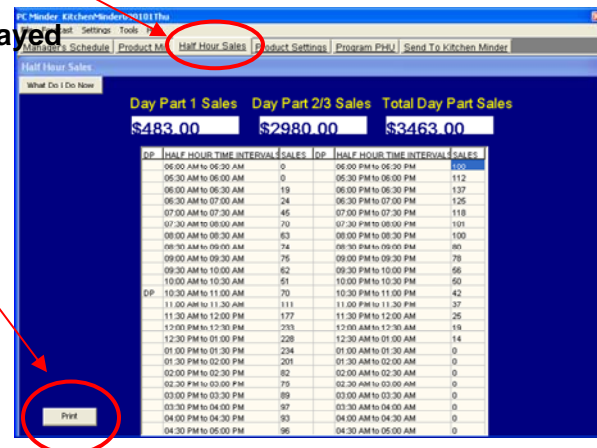
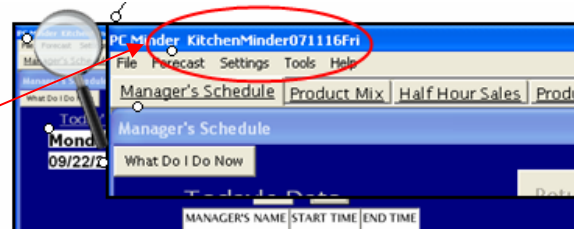
1. Select "Menu" key
2. Forecast date in use shown
3. Select "Product Status" key to exit



## How do I view the ½ hour sales projections?

View ½ hour sales projections in PC MINDER™.

1. Open PC MINDER™
2. Note - Last forecast loaded is shown
3. Select Half Hour Sales tab
4. ½ Hour Sales levels are displayed
5. Optional: Select “Print” button to print for Command Station
6. Daily Sales should be edited on the KITCHEN MINDER™ using the “Sales Level” feature



## How do I determine if a product mix adjustment is needed?

Consider the following:

- Are there any events occurring today that did not occur on my forecast day?
- Were there any events that occurred on my forecast day that will not occur today?
- If so, would this create a significant difference in the types of product you will sell today versus what was sold last week?

If so, is there another day that represents what is expected for today?



### How do I make product mix adjustments if needed?

The preferred and most accurate way to adjust the forecast is to use a previous date that best represents what you expect to happen today. After sending this forecast to the KITCHEN MINDER™, you can adjust the sales portion of the forecast if needed by using the “Sales Level” key.

However, if an event is occurring that makes today different from any other available forecast date, you may need to adjust a particular product mix number directly in the PC MINDER™ software. Instructions for performing this task can be found in the “Change It” section of the KITCHEN MINDER™ EEG.

## *Adjusting the Sales Level*

### Should I adjust the sales level too?

That depends on your situation. There are two reasons for adjusting the sales forecast in use:

1. You have adjusted the product mix, and realize you need to change the sales level to reflect the expected sales for the day.



At the end of the meal period, you compare actual sales versus forecasted sales in the KITCHEN MINDER™ System. The difference is **5% or greater**, so the sales level should be adjusted to improve the accuracy of the KITCHEN MINDER™ for the remainder of the day.

There are **two critical points** to remember **before adjusting the sales level**:

1. **Adjusting the sales level at the KITCHEN MINDER™ is preferred** because it adjusts the product mix at the desired percentage as well.
2. Sales level adjustments should **never be made in reaction** to a **sudden or temporary change in sales**, (i.e. bus, school visit). Sales level adjustments should always be made in response to a change in sales trends as supported by actual sales data.

## How do I adjust the sales projection in KITCHEN MINDER™?

1. While viewing the “Product Status” screen, select the “Sales Level” key
2. Use the “Up/Down Arrow” keys to change sales in 5% increments. Note the ½ hour sales amount will change as well.
3. Press “Select” key to lock in your change

>Product Status: COOK >01:25 PM					
✓	08 Whop				
> Cook	03 Fish				
Cook	12 Burger				
✓	L 3	1/2 hr\$ 143	+000	DP2	Bud Off

### IT'S YOUR TURN 4-5!



Respond below each question then check your answers using the Answer Key.

4. Should the forecasted sales level be adjusted in the KITCHEN MINDER™ when a bus arrives? Why or why not?

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5. If sales are trending up 10% for the past two hours, should an adjustment to the Sales Level be made on the KITCHEN MINDER™? Why or why not?

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## ***“Special Day” Forecasts***

### **What makes it a “Special Day”?**

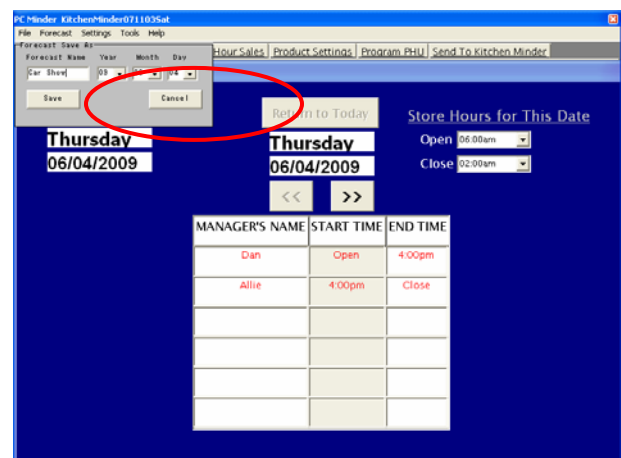
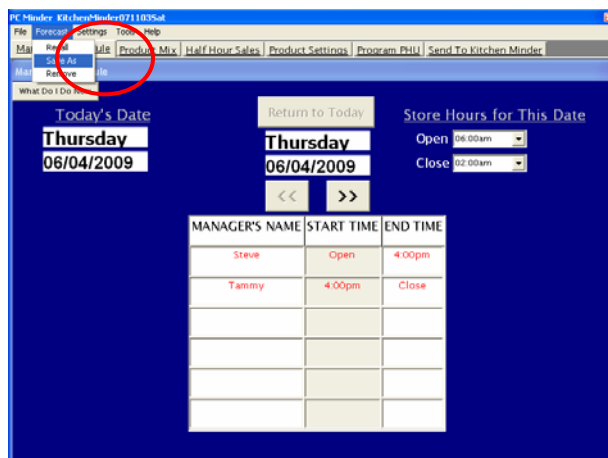
These are days that represent unusual changes in sales, product mix, or both.

These changes could be caused by events such as holidays, car shows, football games, etc.

- Special Days should be kept to a limited number because they are figured into the 31 days that are available.
- Special day forecasts may be saved and recalled but should **not** be **kept for more than 90 days** because menu items as well as product mix change frequently.

### **How do I save “Special Day” forecasts?**

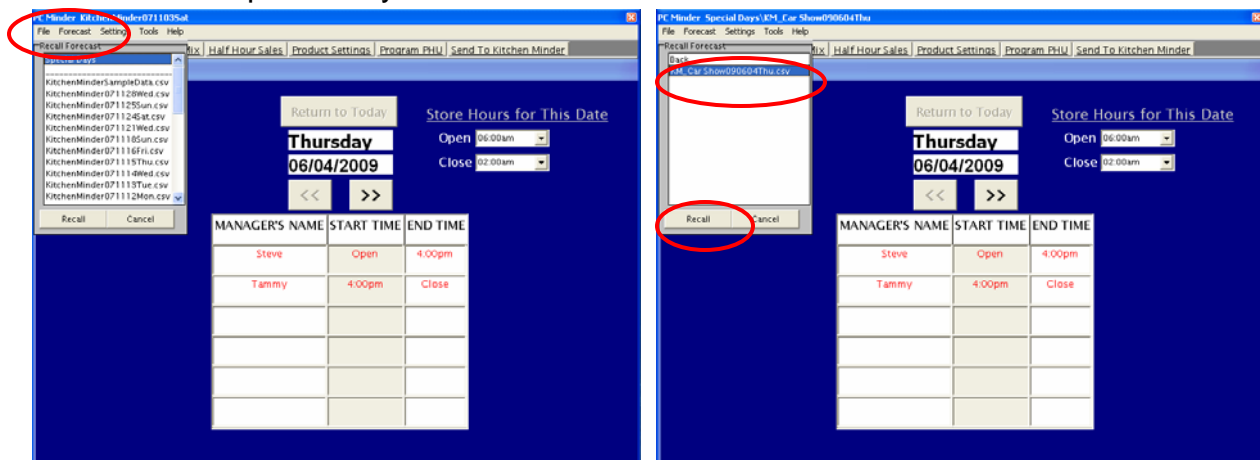
To save a “Special Day” for later use you must first identify and load this forecast into the PC MINDER™ Program.



1. Ensure the forecast you wish to save is loaded into PC MINDER™. Select “Forecast” from the “Menu” bar, then select “Save As”
2. Enter the chosen name and date for the file being saved, then select the “Save” button. Select “Yes” if you are ready to save the “Special Day” forecast

## How do I recall “Special Day” forecasts?

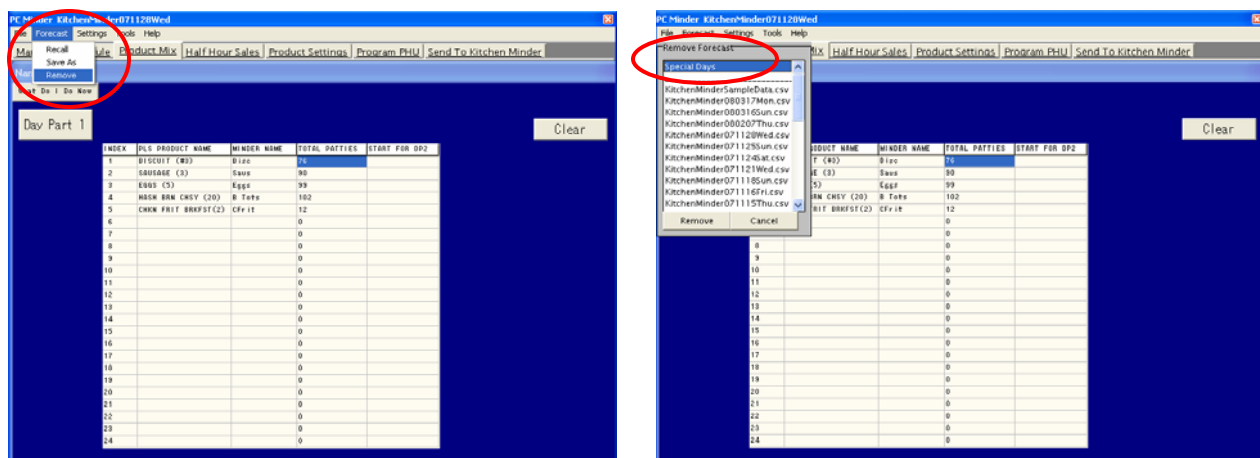
To recall a “Special Day” forecast:



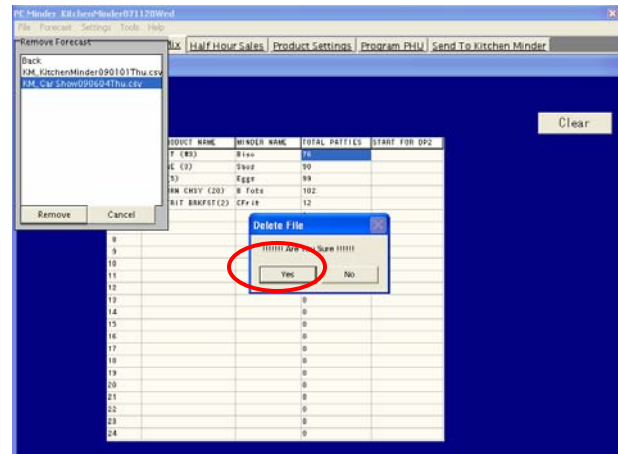
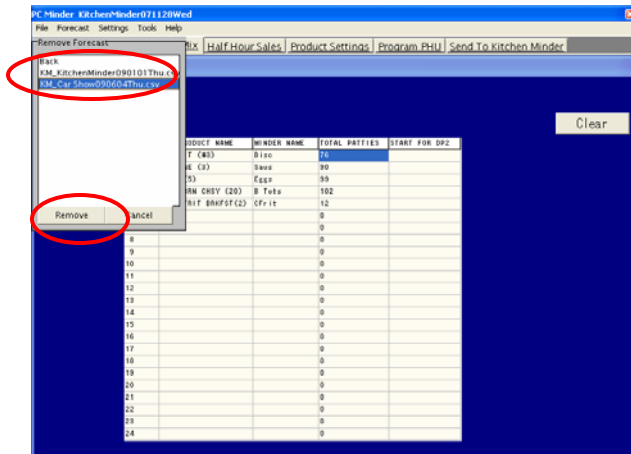
1. Select “Forecast” from the “Menu bar,” select “Special Days,” click “Recall”, select the Special Day, select “Recall”
2. If prompted for a password, enter admin. Select the chosen “Special Day” forecast then click “Recall”

## How do I delete “Special Day” forecasts?

To delete a “Special Day” forecast:



1. Choose “Forecast,” then “Remove”
2. Double-click on “Special Days”



3. Highlight the forecast you wish to delete and select “Remove”

4. Select “Yes” to delete forecast



### It's YOUR TURN 6!

**Complete the following** hands-on activity using the KITCHEN MINDER™ SYSTEM.

Using your KITCHEN MINDER™:

- Create a “Special Day” forecast and Save As” [your name]. Exit from screen.
- Recall the [your name] forecast.
- Delete the [your name] forecast.

## ***Using the Equipment Emphasis Guide (EEG)***

### **What is the KITCHEN MINDER™ EEG ?**

The EEG is a step-by-step reference guide for using the KITCHEN MINDER™ System. It helps you to determine if your KITCHEN MINDER™ System is functioning properly, and provides guidance to troubleshoot and adjust it if needed.

There are 3 sections in the EEG:

1. CHECK it
2. CHANGE it PC MINDER™
3. FIX it

### **What's my role?**

It is your responsibility to ensure the KITCHEN MINDER™ System is fully operational. You are accountable for verifying that all Managers are entered into the System, and make edits as Managers join or leave the restaurant.

Using the EEG, (if needed) you can:

- Adjust your restaurant's hours of operation
- Add new products and change the product name displayed on the KITCHEN MINDER™
- Adjust individual product mix numbers
- Adjust sales for the day or ½ hour period
- Change product maximum or minimum per pan, hold time and cook time numbers
- Modify the location of products in the PHUs



**Accurate hours of operation information is critical for the KITCHEN MINDER™ System to function properly.**

#### **For 24 hour locations:**

- Restaurants serving breakfast menu items should set their opening/closing time to when they begin serving breakfast items
- Restaurants not serving breakfast menu items should set their opening and closing time at 5 AM





## It's YOUR TURN 7!

Complete the following hands-on practice using your EEG and KITCHEN MINDER™ SYSTEM.

Follow the steps in your EEG to practice the following actions:

- a) Adjust your restaurant's hours of operation
- b) Change the product name
- c) Adjust sales for the day or ½ hour period
- d) Change the product maximum and minimum per pan
- e) Add new product

**During this practice, DO NOT SEND OR SAVE YOUR CHANGES to the KITCHEN MINDER™ System as this will change the actual restaurant settings.**

## *Using the PC MINDER™ Ignore File*

### **What is the purpose of the Ignore File?**

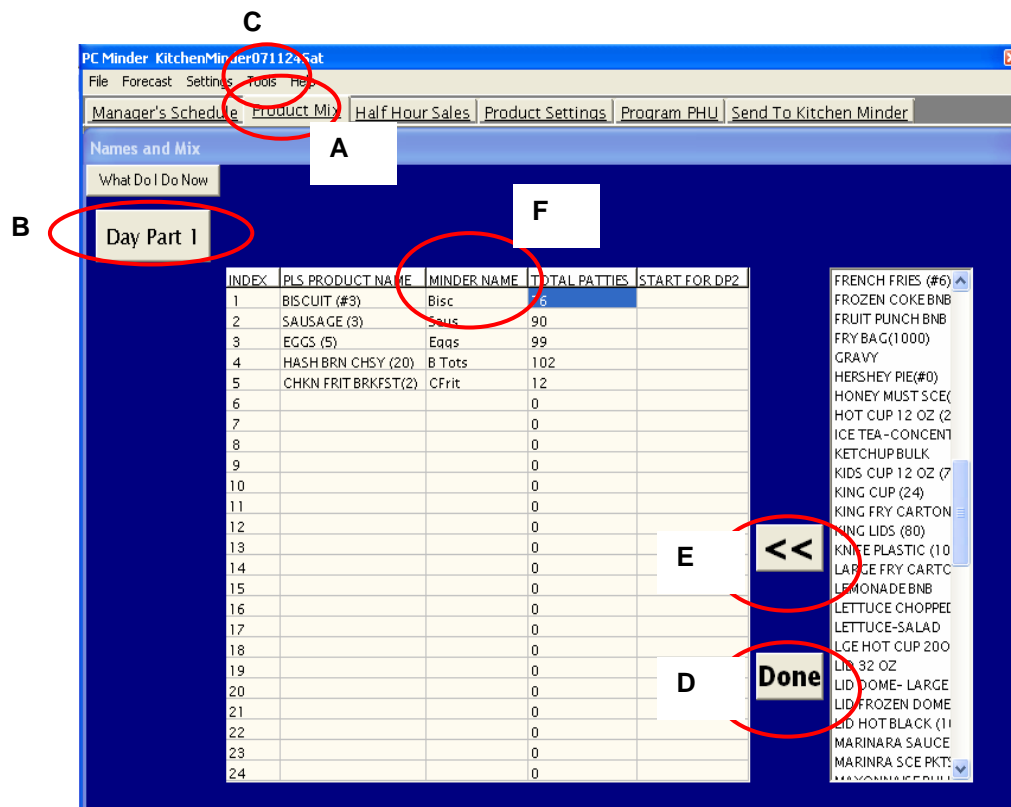
The Ignore File is used by the PC MINDER™ Program to **hide products that are NOT held in a PHU pan or tracked** by an optional FLEXI-TIMER™.

- At installation, products were ignored, added, or replaced from the initial POS file loaded either into Day Part 1 (breakfast) or Day Part 2 (regular menu).
- When working with Ignore Files you must use Day Part 2 for regular menu items, as Day Part 3 is not functional for this purpose between the Day Parts.
- It is not uncommon as new products are added, the user accidentally places the product in the Ignore File instead of adding the product in the "PLS Product Name" column. By selecting "Ignore" when a product is displayed in the white box after loading a forecast, the product is automatically placed in the Ignore File.

You will access the Ignore File to:

1. View contents of the Ignore File
2. Edit contents of the Ignore File
3. Create a new Ignore File

## How do I view or edit the Ignore File?



### Viewing Contents of Ignore File Steps:

- 1) Click the Product Mix tab (A)
- 2) Click the "Day Part" button to select the appropriate Day Part. Choose Day Part 1 to view the Ignore File for the breakfast time period, or Day Part 2 to view the Ignore File for the regular menu time period. (B)
- 3) Select "Tools" from the "Menu" bar (C)
- 4) Select "Edit Ignore Files"
- 5) When you have finished, select "Done" (D)
- 6) Repeat Steps 2 – 5 to view the another Day Part

### Editing the Ignore File Steps:

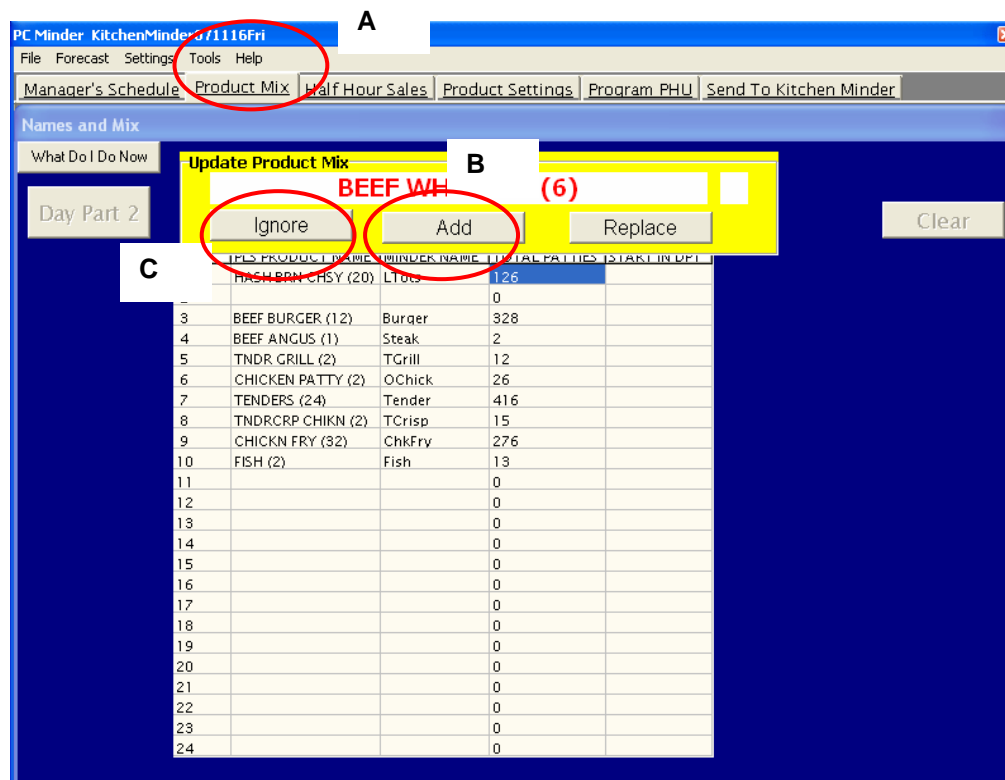
- 1) Repeat steps 1-4 for Viewing Contents of Ignore File
- 2) Highlight the product you wish to remove from the Ignore File
- 3) Click box with the "<<" symbol to move product from Ignore File to the data section of Product Mix tab (E)
- 4) Adjust "MINDER NAME" column if necessary (F)
- 5) Edit product settings in Product Settings tab (EEG, page 4 – F)
- 6) Assign product to appropriate PHU location and Day Part (EEG, page 4 – G)

## Why would I create a new Ignore File?

If you've made mistakes, you can create a new Ignore File to get a fresh start.



**Erase the Ignore File ONLY if instructed by an IT contact or by ICC Technical Support personnel.**



### Erasing Current Ignore File Steps:

- 1) From the Product Mix tab, select "Tools" from the "Menu" bar **(A)**
- 2) Select "Erase Ignore File"
- 3) Select "YES" from the pop up window to confirm

### Creating a New Ignore File Steps:

- 1) Load a new Forecast file
- 2) Select "Add" for any new items that ARE held in a PHU or tracked by the optional FLEXI-TIMER™ **(B)**
- 3) Select "Ignore" for all items displayed in red that are NOT held in a PHU or tracked by the optional FLEXI-TIMER™. These products will be placed in the new Ignore File **(C)**

**It's YOUR TURN 8-9!**

**Respond below each question then check your answers using the Answer Key.**

8. Why would you need to access the Ignore File?

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9. Your Manager has directed you to erase an Ignore File. What should you do?

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## ***Maximizing Performance of the KITCHEN MINDER™***

### **What's my role?**

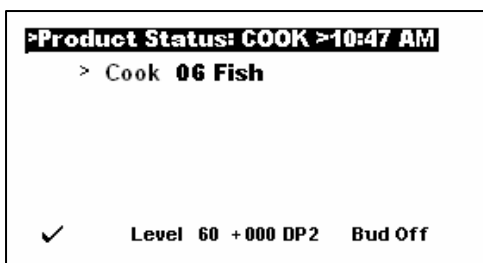
You have the ability to adjust the settings to maximize the performance of the KITCHEN MINDER™ System, putting you in control when needed. To be effective, you must stay alert, monitoring your team's responses to the KITCHEN MINDER™ and taking action as soon as necessary.

### **Why would I need to adjust the Maximum per Pan setting?**

Adjusting the Max per Pan setting is one of the most important ways to customize the system for your restaurant's needs. This setting will address a common concern of many new KITCHEN MINDER™ System users – running out of product before being instructed to cook additional product.

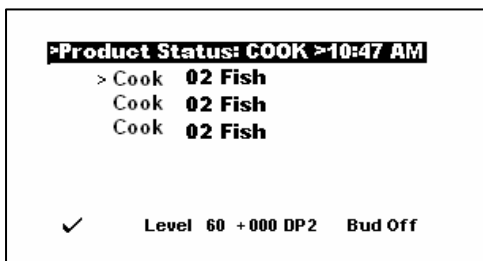
The KITCHEN MINDER™ is connected directly to the PHU timer bars. When a timer bar light is turned off by a Team Member, the KITCHEN MINDER™ knows the product is gone and will instruct the Team Member to cook more. When the amount of product needed for any half-hour period is one pan or less, product must be depleted before the KITCHEN MINDER™ will instruct the Team Member to cook more. This can sometimes cause the Team Member not to have food ready for the next order.

By reducing the Max per Pan setting in the PC MINDER™ Program, you will distribute the amount of product needed to more than one pan. Now there will be product remaining in other pans while the replacement product is being prepared.



Here, the KITCHEN MINDER™ is asking for six fish patties to be cooked for one pan (one line).

By changing the fish Max per Pan setting to two, if sales justify six at one time, the product would be split between three pans.



The KITCHEN MINDER™ would ask for 6 patties by displaying 2 Fish, 2 Fish and 2 Fish

**How do I decide whether or not to adjust the Maximum per Pan setting?**

There are 3 main considerations in making this adjustment:

1. Consider the number of pans available. Reducing the setting too low could create capacity issues during high volume time periods.
2. Closely monitor Team Member timer bar use. Ensure Team Members are reacting immediately to empty pans by turning off timer bar lights before making adjustments to the Max per Pan setting. Product must also be served from the pan with the green light first. Using product from the pan with the yellow light can cause you to run out of product.
3. Be patient. It may take several days to determine the optimal setting for your restaurant(s).

**Why would I adjust the Minimum per Pan setting?**

The Minimum per Pan setting allows you to set a minimum number for “finger foods” that the KITCHEN MINDER™ will display. This prevents the KITCHEN MINDER™ from displaying cooking instructions for individual units of items that are sold in multiple amounts, such as CHICKEN TENDERS®.

Once the change has been sent to the KITCHEN MINDER™, it will no longer display a number to cook for the product that is less than the chosen “MIN/PAN” setting. It will also then display cooking instructions in multiples of the chosen number (For example, 4, 8, and 12).



It is **critical** that all items that are not sold in multiple pieces be **set to 0!**

If you do not, that product will only be cooked in multiples of that number. For example, if you set Burger Minimum Per Pan to 3, it would only ask you to cook Burgers in multiples of 3.

**How would I adjust the Maximum or Minimum per Pan setting?**

Refer to EEG, page 4F



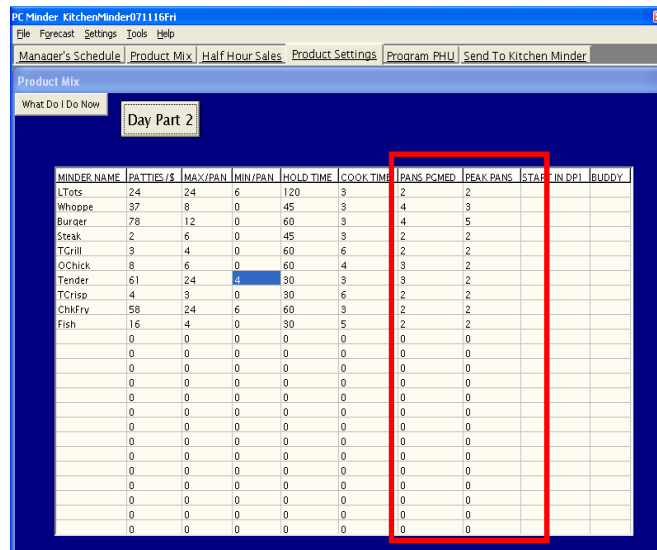
### What is the benefit of the Peak Pans Needed feature?

The PC MINDER™ will display the number of PHU pans needed during your peak ½ hour sales period for each product. This number is based upon the sales and product mix (forecast) that is currently loaded into the program. It is also created based upon the Maximum per Pan setting you have chosen for each product.

This can be very helpful to determine if you have enough PHU pans programmed for a given product, or if you have adjusted the Maximum per Pan number too low to allow for proper batch cooking to occur during peak periods.

You should compare the “PANS PGMED” column against the “PEAK PANS” column daily for each day part, as it will most likely change with each forecast loaded.

If the number for any product in the “PEAK PANS” column is higher or lower than the number in the “PANS PGMED” column on a regular basis, you should evaluate your PHU layout to determine what adjustments can be made.



MINDER NAME	PATTIES / S	MAX / PAN	MIN / PAN	HOLD TIME	COOK TIME	PANS PGMED	PEAK PANS	STAFF	IN DEP	BUDDY
LTots	24	24	6	120	3	2	2			
Whoppe	37	8	0	45	3	4	3			
Burger	78	12	0	60	3	4	5			
Steak	2	6	0	45	3	2	2			
TGrill	3	4	0	60	6	2	2			
OChick	8	6	0	60	4	3	2			
Tender	61	24	8	30	3	3	2			
TCrisp	4	3	0	30	6	2	2			
CHNFry	58	24	6	60	3	2	2			
Fish	16	4	0	30	5	2	2			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
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	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			
	0	0	0	0	0	0	0			

### How do I locate the Peak Pans Needed information?

Refer to EEG, page 4F

**IT'S YOUR TURN 10-14!**

**Respond below each question then check your answers using the Answer Key.**

10. Why would you lower the Max per Pan setting in the PC MINDER™ Program?

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11. Why would you set a Minimum Per Pan for a product?

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12. For which current products would you set a Minimum Per Pan?

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13. What setting should be used for all products that are NOT sold in multiple pieces and why?

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14. What are some indicators that not enough pans are programmed for a given product?

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## QUALITY EVALUATION SYSTEM™ (QES™)

### What is the QES™?

The QUALITY EVALUATION SYSTEM™, on the Back of House computer, is the software program that makes a record of the three types of errors that can occur when using the PHU timer bar lights.

### What is the purpose of the MAKIN' THE GRADE™ sign?

An extremely critical component of the QUALITY EVALUATION SYSTEM™, this sign tells the Team Members and Managers how well they are executing product holding procedures.

The sign should be operational and visible to all Team Members in the kitchen.



The system measures Team behaviors. Mistakes are associated with points, which in turn affect the grade.



### What's my role?

Your role is to use the information provided by the QES™ Software wisely. The MAKIN' THE GRADE™ Sign can help you run better shifts because it grades the Team Members on how well they are using the PHU timer bar lights and how well they are following the instructions displayed on the KITCHEN MINDER™.

High grades usually indicate that your team is following the KITCHEN MINDER™ directions, keeping errors to a minimum, and meeting the expected operational standards for food quality. You should recognize and reinforce consistently good performance.

Low grades are an indication that you need **to coach and follow-up immediately to identify errors and address the root causes for areas of concern.**

Setting a goal of NO ERRORS is not realistic and will create an unreasonable work environment for you and your Team.

Use the QES™ Software toward a **goal of continuous improvement** - a much more positive approach!

It is important for you to understand how the grades are determined so you can proactively **focus your attention to drive results**:

- The grade displayed is “Real Time” for a rolling 30 minute period.
- Each error is tracked for 30 minutes. In other words, each error has a hold time of 30 minutes, and then the system discards it.
- The grading system runs on a 100 point scale.



### **ZERO ERRORS IS NOT THE GOAL OF THE SYSTEM!**

**Focus on the types of errors that are occurring, when they are happening, and what can be done to reduce them.**

- It is human nature to focus on the grade or score. But be cautious about just focusing on the grade and not allowing for some errors to occur.
- The grade by itself is unimportant – it's the information behind the grade that will unlock the secrets to improving product quality and Guest satisfaction!

### **How important is proper Timer bar operation?**

Team Members should be trained to use the timer bars properly at all times.




It is extremely important that they respond to the timer bar buttons before moving the pans in or out of the PHU.

Remember, you are graded on how well your Team operates the PHU timer bars because their actions or inactions directly impacts food quality (time and temperature).

### **Can my decisions impact our grade?**

The KITCHEN MINDER™ System is a Management tool. There will be times when an appropriate Management decision actually leads to errors, such as a verbal call to cook more than the KITCHEN MINDER™ Screen is projecting due to the arrival of a bus or some other unplanned sales event. There is a buffer built into the KITCHEN MINDER™ System to account for these types of decisions.

There are 3 types of Timer bar errors that cause loss of points:

Error Type	Description	Points Lost
 <b>Hold Time Extended</b>	Timer bar displays flashing red light, Team Member presses light twice quickly to turn light yellow or green to “extend” hold time.	6
 <b>Over Cooking</b>	Product not called for by Kitchen Minder was cooked and placed in PHU and timer bar button is pressed.	3
 <b>Cook or Discard Delay</b>	Team Member is ignoring time bar and KITCHEN MINDER™ cook or discard instructions.	2

#### How do I determine the cause(s) of a low grade in QES™?

Besides following up on Team Member behaviors, another helpful source of information is found on the Back of House (BOH) computer, where the QUALITY EVALUATION SYSTEM™ Software displays current errors causing the displayed grade.

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**IT'S YOUR TURN 15!**

Fill-in-the-blanks then check your answers using the Answer Key.

**Understand How Grades are Determined**

- Each error is tracked for  minutes
- Grade displayed is Real Time -  minutes

**Error Point Values**

1.  - 6
2.  - 3
3.  - 2

**100 Point Scale**

97-100=A+      87-89=B+

93-96=A        83-86=B

90-92=A-       80-82=B-

ETC...

?

**IT'S YOUR TURN 16!**

Respond below each question then check your answers using the Answer Key.

16. Where is the QES located?

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## It's YOUR TURN 17-18!

Respond below each question then check your answers using the Answer Key.

17. Your current grade is "C". What does this mean? What should you do?

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18. Provide an example of an appropriate management decision which may lead to the QES™ recording an error. Is this acceptable?

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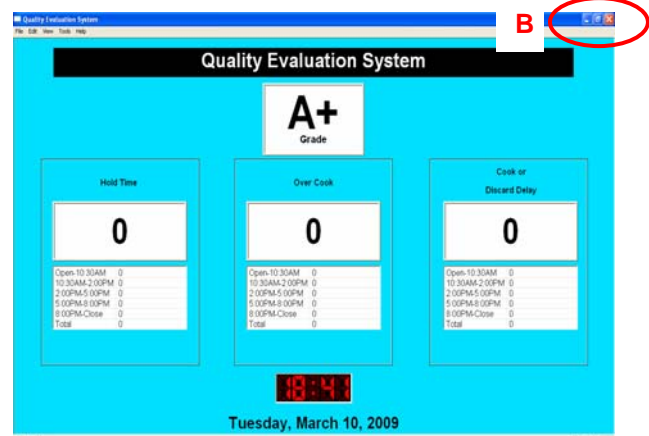
### How do I use the QES™ Software?

To view today's results:

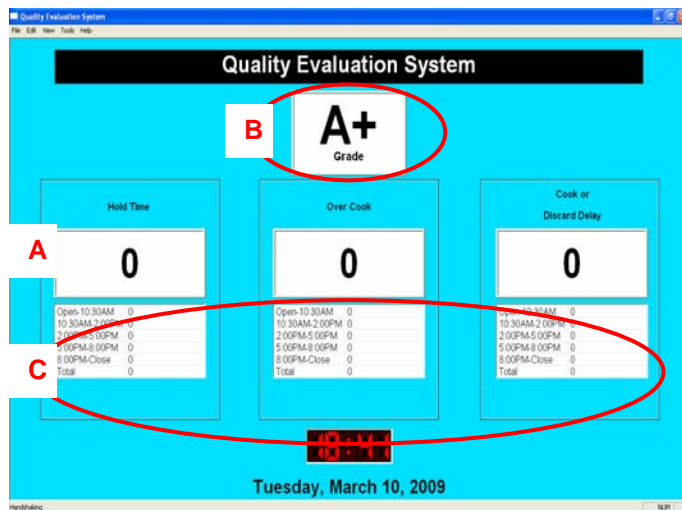
A. Open QES Software



B. Maximize the window by clicking the red X at the top right corner of the window



Today's **QES™** screen shows you the following:



**A.** Number of errors in current grade (for past 30 minutes)

**B.** Grade for past 30 minutes

**C.** Total Errors by day part



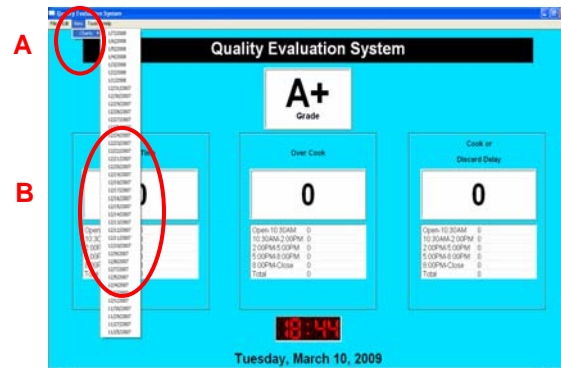
A best practice is to **keep the QES™ Software current errors page open at all times** in order to know what types of errors are occurring.

This will help you coach the Team on their behaviors

### Previous Date Chart View:

**A.** Choose "View", then "Charts"

**B.** Click the date you wish to view

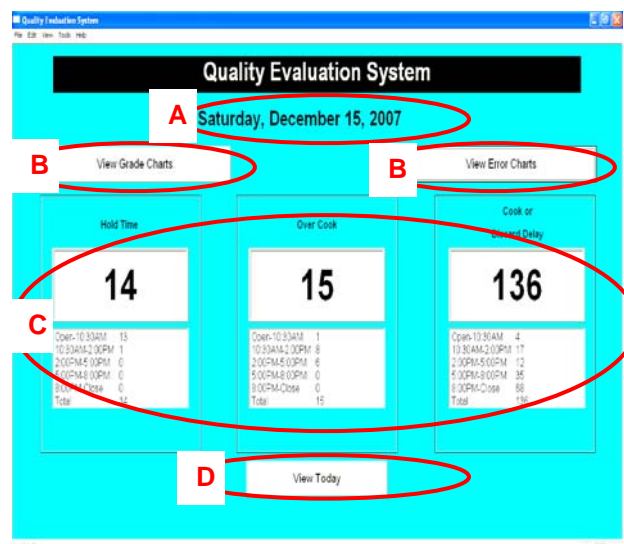


**A.** Date Currently Viewing

**B.** Detail Charts for Date

**C.** Error Totals for Date

**D.** Click to Return to Current Day

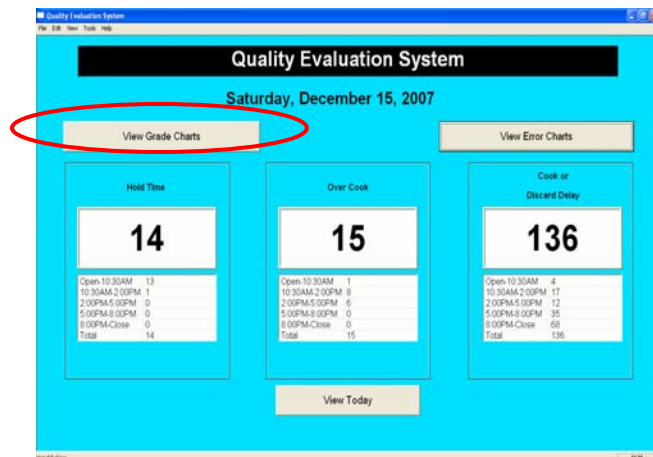


## How do I use the performance charts in QES™?

There are 2 performance charts available to you:

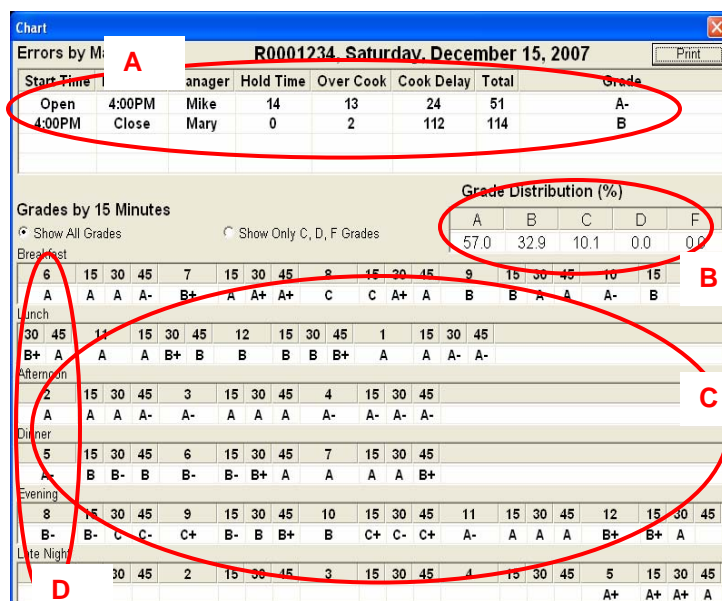
- Grade Chart
- Error Chart

## Detail QES™ Reports – “Grade Charts”



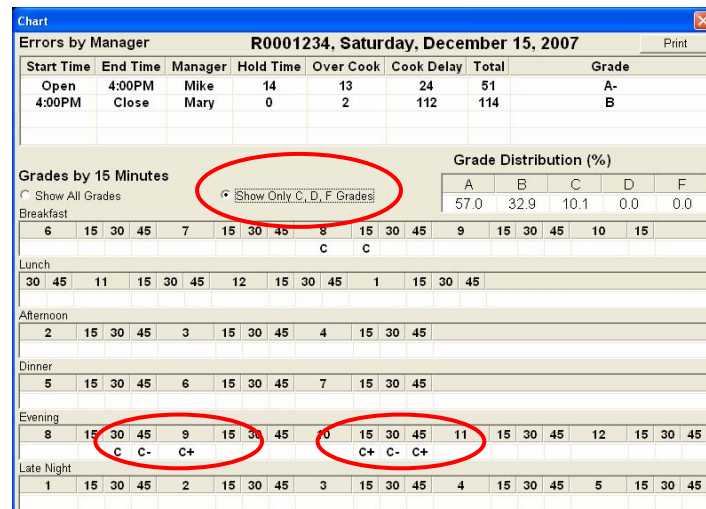
The grade chart results are displayed in four different ways:

- **Manager** – at the top of chart, the shift grade is provided for each Manager **(A)**
- **% of time** the restaurant was at a A/B/C/D/F **(B)**
- **15 minute periods** **(C)**
- **Meal periods** – breakfast, lunch, afternoon, dinner, evening, and late night **(D)**



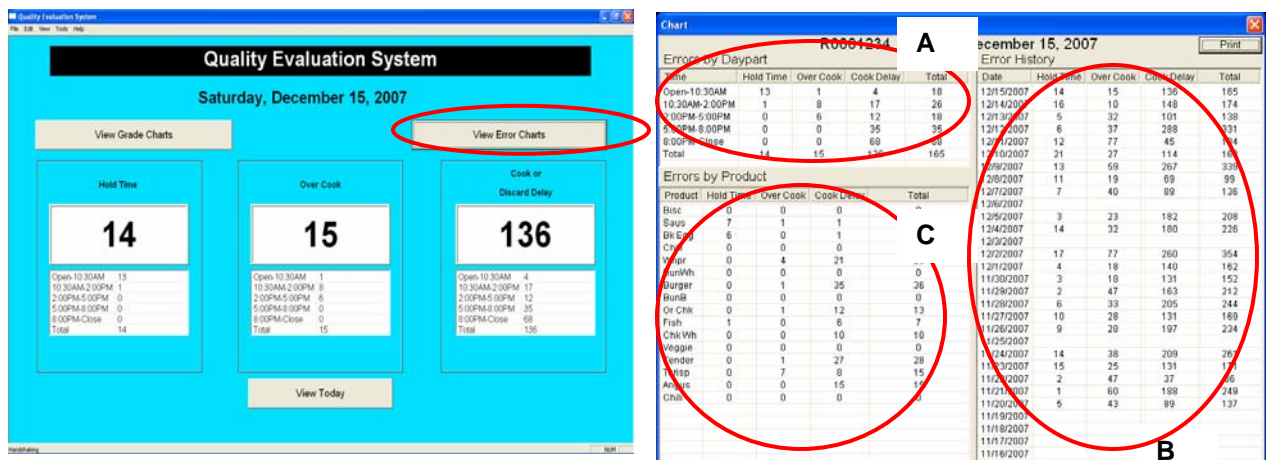


Click the “**Show Only C, D, F Grades**” to easily identify opportunities and quickly see the times of the day when your restaurant can improve product quality!



### Detail QES™ Reports – “Error Charts”

While your tendency may be to go to the Grade Chart first, you may **improve the quality faster by focusing on the total number of the error type and redirecting the Team behaviors** accordingly.



The “Error Chart” shows how many errors occurred under each type.

- In the top left portion is the **Summary (A)**.
- Previous days from the date currently in view are displayed on the right to help identify **Trends (B)**.
- Details for the **Product** are provided for the date selected on the bottom left (**C**).

**It's YOUR TURN 19-25!**

**Respond below each question then check your answers using the Answer Key.**

19. What is the easiest way to identify opportunity areas that may exist for particular times of the day?

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20. Using the Grade Chart on the next page, what was Mary's grade?

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21. Using the Grade Chart on the next page, at what time did the restaurant drop to Cs?

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22. Using the Error Chart on the next page, what type of error is the biggest opportunity?

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23. Using the Error Chart on the next page, what three items had cook delays over 20?

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24. Using the Error Chart on the next page, how many times was the hold time extended on eggs?

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25. Using the Error Chart on the next page, how many times was an overcook done on TENDERCRISP®?

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**Grade Chart:** Use for questions 21 -22.

Chart

Errors by Manager

R0001234, Saturday, December 15, 2007

Print

Start Time	End Time	Manager	Hold Time	Over Cook	Cook Delay	Total	Grade			
Open	4:00PM	Mike	14	13	24	51	A-			
4:00PM	Close	Mary	0	2	112	114	B			

Grades by 15 Minutes

☐ Show All Grades

☒ Show Only C, D, F Grades

Grade Distribution (%)

A	B	C	D	F
57.0	32.9	10.1	0.0	0.0

Breakfast

6	15	30	45	7	15	30	45	8	15	30	45	9	15	30	45	10	15
								C	C								

Lunch

30	45	11	15	30	45	12	15	30	45	1	15	30	45				

Afternoon

2	15	30	45	3	15	30	45	4	15	30	45						

Dinner

5	15	30	45	6	15	30	45	7	15	30	45						

Evening

8	15	30	45	9	15	30	45	10	15	30	45	11	15	30	45	12	15
		C	C-	C+						C+	C-	C+					

Late Night

1	15	30	45	2	15	30	45	3	15	30	45	4	15	30	45	5	15

**Error Chart:** Use for questions 23 -26.

Chart

R0001234, Saturday, December 15, 2007

Print

Errors by Daypart

Error History

Time	Hold Time	Over Cook	Cook Delay	Total
Open-10:30AM	13	1	4	18
10:30AM-2:00PM	1	8	17	26
2:00PM-5:00PM	0	6	12	18
5:00PM-8:00PM	0	0	35	35
8:00PM-Close	0	0	68	68
Total	14	15	136	165

Errors by Product

Product	Hold Time	Over Cook	Cook Delay	Total
Bisc	0	0	0	0
Saus	7	1	1	9
Bk Egg	6	0	1	7
Chili	0	0	0	0
Whpr	0	4	21	25
BunWh	0	0	0	0
Burger	0	1	35	36
BunB	0	0	0	0
Or Chk	0	1	12	13
Fish	1	0	6	7
Chk Wh	0	0	10	10
Veggie	0	0	0	0
Tender	0	1	27	28
Tcrisp	0	7	8	15
Angus	0	0	15	15
Chili	0	0	0	0

Date	Hold Time	Over Cook	Cook Delay	Total
12/15/2007	14	15	136	165
12/14/2007	16	10	148	174
12/13/2007	5	32	101	138
12/12/2007	6	37	288	331
12/11/2007	12	77	45	134
12/10/2007	21	27	114	162
12/9/2007	13	59	267	339
12/8/2007	11	19	69	99
12/7/2007	7	40	89	136
12/6/2007				
12/5/2007	3	23	182	208
12/4/2007	14	32	180	226
12/3/2007				
12/2/2007	17	77	260	354
12/1/2007	4	18	140	162
11/30/2007	3	18	131	152
11/29/2007	2	47	163	212
11/28/2007	6	33	205	244
11/27/2007	10	28	131	169
11/26/2007	9	28	197	234
11/25/2007				
11/24/2007	14	38	209	261
11/23/2007	15	25	131	171
11/22/2007	2	47	37	86
11/21/2007	1	60	188	249
11/20/2007	5	43	89	137
11/19/2007				
11/18/2007				
11/17/2007				
11/16/2007				





### IT'S YOUR TURN 26-29!

- 1) Read each series of Team Member behaviors below.
- 2) Determine if the steps outlined for each would be an example of correct procedures, or if they would produce an unexpected error.
- 3) If an error would be produced, record which type in the Result box.

The Situation: Flashing red light on PHU, KITCHEN MINDER™ displays “COOK 8 Whop”, indicating patties in the PHU are expired and should be replaced.

Possible Behavior	Result
A. Push timer bar button once, flashing red light becomes solid red light B. Remove and discard expired product C. Place newly cooked product in PHU slot D. Push timer bar button once, solid red light becomes solid green light	26.
A. Team Member removes and discards product B. Team Member places newly cooked product in PHU C. Team Member pushes timer bar button twice quickly to turn flashing red light to solid green light	27.
A. Team Member first cooks replacement product and brings it to the PHU B. New product is placed in another available PHU slot for that product, and timer bar button is pressed. Timer bar light turns green C. Expired product is then removed and discarded. Timer bar button pressed once, flashing red light turns off	28.

29. What corrective action should you take to resolve errors in the examples above?

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## ***Answer Key***

1. 2:30 – 3 PM
2. Be aware of current sales and know how the restaurant is trending for the day (at, above, or below projections)
3. Coach and follow-up. Explain that KITCHEN MINDER™ is calling for food now in anticipation of the Guests' arrival within the next half hour period
4. Sales level adjustments should never be made in reaction to a sudden or temporary change in sales. As the event has already begun, it is usually too late to project what will be needed. Adjusting sales in this manner will often result in an increase of wasted product.
5. Yes, whenever the difference is **5% or greater**, the sales level should be adjusted.
6. Not applicable
7. Not applicable
8. To view, edit, or create an Ignore File
9. Suggest to your Supervisor that you contact an IT contact or ICC Technical Support personnel to receive authorization to Erase the Ignore File
10. Distribute the amount of product needed to more than one pan, which will help to avoid running out of product before being asked to cook more during slow sales periods.
11. To set a minimum number for "finger foods" that the KITCHEN MINDER™ will display
12. Discuss your answers with your supervisor to ensure you understand this concept
13. 0; If you do not set them to 0, that product will only be displayed on the KITCHEN MINDER™ in multiples of that number
14. Having to cook a product too often, not able to keep up with the KITCHEN MINDER™, waiting for product continuously during peak time, poor SOS. Check for understanding
15. 30; 30; Hold Time Extended 6 points; Over Cooking 3 points; Cook or Discard Delay 2 points
16. On the Back of House computer
17. Focus on the types of errors that are occurring, when they are happening, and what can be done to reduce them.
18. A verbal call to cook more than the KITCHEN MINDER™ Screen is projecting due to the arrival of a bus or some other unplanned sales event. Yes this is acceptable.
19. Select "View Grade Charts, then use the "Show Only C, D, F Grades" feature.
20. B
21. (8:00 – 8:30 AM, 8:30 – 9:15 PM, 10:15 – 11:00 PM)
22. Cook/Discard Delays
23. WHOPPER® patties, burger patties, and CHICKEN TENDERS®
24. 6
25. 7
26. Correct procedure

27. Hold Time Error. The KITCHEN MINDER™ does not know you discarded the product; it only tracks timer bar light activity..
28. Overcook Error. The KITCHEN MINDER™ has no way of “knowing” the Team Member intended to discard the expired pan once the new product was added first. Therefore, it recorded two active pans until the expired product (flashing red light) was turned off.
29. Team Members must be trained to **always respond to the PHU timer bar light first, and then handle the product appropriately.**